

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Barbara Beerhalter	Chair
Cynthia A. Kitlinski	Commissioner
Norma McKanna	Commissioner
Robert J. O'Keefe	Commissioner
Darrel L. Peterson	Commissioner

In the Matter of Rate Classification for Local  
Telephone Line Service Associated with  
Apartment Door Entry Systems as a Result of  
Consumer Complaints

ISSUE DATE: July 8, 1988

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ORDER ACCEPTING COMPLIANCE  
FILINGS

PROCEDURAL HISTORY

On April 29, 1988, the Minnesota Public Utilities Commission (Commission) issued its Order Establishing Rate Treatment in the above-entitled matter. The Order required: 1) that Northwestern Bell Telephone Company (NWB) and the Department Of Public Service (DPS) submit a plan for identifying and notifying customers with apartment door entry systems that business rates apply to telephone lines used with such systems; and 2) that NWB submit a report explaining the circumstances which led to inconsistent application of its rates and a plan to prevent reoccurrence of the problem.

On May 24, 1988, the DPS submitted a report regarding customer notification.

On May 25, 1988, NWB submitted a report on the application of its rates.

The Commission considered this matter on July 5, 1988.

FINDINGS AND CONCLUSIONS

In its May 24, 1988 report, the DPS recommended approval of a 4-point customer notification plan originally proposed by NWB with the modification that NWB contact customers from lists of apartment owners which are available from organizations such as the Minnesota Multi Housing Association. NWB agreed with the modification recommended by the DPS.

The Commission finds that NWB's 4-point customer notification plan with the modification recommended by the DPS will identify instances where NWB has inappropriately applied residence rates to telephone lines used with apartment door entry systems and will provide notice to affected customer of any necessary rate changes. Therefore, the Commission will approve the 4-point

customer notification plan proposed by NWB with the modification recommended by the DPS.

In its May 25, 1988 report, NWB explained how rates for telephone lines used with apartment door entry systems were applied in the past and how rates would be applied in the future. The DPS reviewed NWB's report and recommended that the Commission accept the report and take no further action at this time.

The Commission finds that NWB's report adequately explains the circumstances giving rise to this matter and provides reasonable assurance that similar problems will be avoided in the future. Therefore, the Commission will accept NWB's report and take no further action at this time.

### ORDER

1. The customer notification plan contained in Attachment A is approved. The customer notice included in Attachment A may be modified to reflect Northwestern Bell Telephone Company's new corporate name.
2. Northwestern Bell Telephone Company shall begin sending the customer notice approved by this Order to affected customers within 14 days of the issuance of this Order.
3. Northwestern Bell Telephone Company shall submit a report to the Commission and the DPS describing the status of the customer notification program 60 days after the issuance of this Order.
4. Northwestern Bell Telephone Company's May 25, 1988 rate report contained in Attachment B is accepted.
5. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Mary Ellen Hennen  
Executive Secretary

(S E A L)